where to get HELP!

Phase 1
**IMMEDIATE RISK**

For an emergency that is happening right now dial 111, or, to discuss your own or someone else's safety or acute mental health crisis, phone Mental Health Crisis Line on 0800 800 717 (24 hrs).

**KEY CONTACTS**

**Phase 1 Director** – Academic matters related to MBChB II and III, leave requests:  
Associate Professor Roger Booth (09) 923 6475 [rj.booth@auckland.ac.nz](mailto:rj.booth@auckland.ac.nz)

**Year 2 Coordinator** – Academic matters related to MBChB II:  
Dr Geraldine Tennant (09) 923 1915 [g.tennant@auckland.ac.nz](mailto:g.tennant@auckland.ac.nz)

**BMedSc (Hons) Director** – Honours Pathway enquiries:  
Dr Ali Mirjalili (09) 923 7487 [a.mirjalili@auckland.ac.nz](mailto:a.mirjalili@auckland.ac.nz)

**Phase 1 Group Services Team Leader** – Timetabling issues:  
Kathryn Siow (09) 923 6370 [k.siow@auckland.ac.nz](mailto:k.siow@auckland.ac.nz)

**Medical Programme Directorate (MPD) general inquiries**  
(09) 923 1606 or [mpd@auckland.ac.nz](mailto:mpd@auckland.ac.nz)

**Group Services Manager (MPD)** – Administrative issues:  
Johanna Beattie (09) 923 2773 [mpd@auckland.ac.nz](mailto:mpd@auckland.ac.nz)

**Practicum Placement Coordinator (MPD)** – Administration of student choices for Year 4 clinical allocations:  
Teresa Timo (09) 923 6745 [mpd@auckland.ac.nz](mailto:mpd@auckland.ac.nz)

**Student Health and Counselling** – For full background on enrolment and available resources visit [Student Health and Counselling services](http://www.auckland.ac.nz/). To book an appointment (09) 923 7681 (the FMHS Student Support Advisor can assist if urgent)

**Student Academic Services & Engagement Manager** – Advice on health, financial and welfare matters:  
Kate Snow (09) 923 6516 [kate.snow@auckland.ac.nz](mailto:kate.snow@auckland.ac.nz)

**MAPAS Student Support Advisor for Phase 1**  
Susanadaiy Jensen 0800 20 20 99 option: 3 or 021 246 9619 [s.jensen@auckland.ac.nz](mailto:s.jensen@auckland.ac.nz)

**Student Support Advisor (Domestic & International)**  
Carley Fletcher (09) 923 7071, 027 801 3726 (office hours only), [fmhssupport@auckland.ac.nz](mailto:fmhssupport@auckland.ac.nz)

**International Students (URGENT HELP)**  
The International Office can provide **24/7** help for international students urgent issues –  
Rebecca Walkinton +64 21 376 922 or [r.walkinton@auckland.ac.nz](mailto:r.walkinton@auckland.ac.nz)

**Equity Office** - [Student Disability Services (SDS)](http://www.auckland.ac.nz/) – Provides support for students with a wide range of impairments, both visible and invisible:  
(09) 923 2936 [disability@auckland.ac.nz](mailto:disability@auckland.ac.nz)

**FMHS Disability Liaison**  
Contact the FMHS Student Support Advisor for advice on exam and test conditions.
Academic

Failing an exam or test: Refer to the Phase 1 Guidebook (also see Personal Wellbeing diagram)

Routine and organisational matters: Contact your Class Rep or Module Coordinator

Issues regarding Year 4 hospital allocations: Contact the Practicum Placement Coordinator (MPD)

For unresolved personal course matters, contact the Year 2 Coordinator or Phase 1 Director

For unresolved class matters, the Class Rep should contact the Year 2 Coordinator or Phase 1 Director

Timetabling issues: Contact the Phase 1 Group Services Team Leader

International students: Contact FMHS Student Support Advisors

MAPAS students: Contact MAPAS Student Support Advisor

Immunisations: Contact Student Health or mpd@auckland.ac.nz
Personal Wellbeing

Circumstances which prevent you from meeting an assignment deadline

Illness or misfortune which impairs your ability to perform in an examination or test

Anxious, stressed overwhelmed, depressed, or personal issues. Need help?

Feeling adversely affected or bullied by a staff member's behaviour?

Feeling harassed? Having issues with a staff member or student?

Contact your module coordinator

Apply for special conditions if appropriate. Sit exam/test if at all possible. Apply for aegrotat or compassionate consideration within 7 days of last exam (https://www.auckland.ac.nz/en/students/academic-information/exams-and-final-results.html) Contact Student Health & Counselling, (09) 923 7681 or Faculty Student Support Advisors if unsure.

- **UOA Student Counselling** - (09) 923 7681 or complete the online questionnaire. Contact the FMHS Student Support Advisor if you need assistance in gaining an appointment.
- Seek support: Faculty staff are available for discussions e.g. Phase Director or Faculty Student Support Advisors
- **Medical Assurance Society (MAS)** provides counselling services to members
- Talk to your friends or class rep
- Support for impairments: Contact Disability Services (disability@auckland.ac.nz)

Electronic resources:
- CALM www.calm.auckland.ac.nz
- www.thelowdown.co.nz
- www.ulifeline.org
- Lifeline (24/7) – 0800 543 354

No form of bullying is acceptable. You can approach Student Support Advisors, Phase Director, Year Coordinator, Site Campus/Coordinators or the Proctor for advice and support.

For informal and confidential help, contact the Proctor. For more information www.auckland.ac.nz/proctor
Advice and support regarding financial matters can be discussed in confidence with the FMHS Student Support Advisors.

Emergency Funds: Wallath Trust
Contact the Student Academic Services & Engagement Manager for an appointment anytime.

General medical student hardship funds: watch for Canvas announcements regarding hardship scholarships.

UoA emergency funds: contact the Scholarships Office

AUSA hardship support: WAVE office welfare@auckland.ac.nz

Money advice and budgeting

Advice for students with financial hardship

Scholarships and Funds